

Activity # 3-4

How Positive Is Your Attitude?

Learning Activity:

“How Positive Is Your Attitude? Do You Have The Appropriate Attitude For Customer Service Work?”

Goal: Help participants access their attitude towards their customer service job and to assess if they fit in a customer-service oriented job.

Materials: Handouts for each participant: Agree /Disagree questionnaire

Time:

10 minutes to complete individually

3 minutes to debrief by reviewing what participant scores mean

Instructions:

Instruct participants to spend 10 minutes answering the questions and scoring their responses.

Debrief by sharing key learning points.

Key Learning Points:

Your score provides you with an idea of how well suited you are to a customer-service job.

“How Positive Is Your Attitude?”

Most customer service employees that fail do so because of ATTITUDE. If you don't get to first base with customers, clients or guests, the game is over before it begins. Nothing in customer service is better than SENDING A POSITIVE ATTITUDE to all with whom you come in contact. The attitude you project to others depends primarily on the way you look at your job. To measure your attitude toward others, complete this exercise.

CIRCLE THE EXTENT TO WHICH YOU AGREE OR DISAGREE WITH EACH STATEMENT.

	Agree			Disagree		
1. There is nothing demeaning about assisting or serving others.	5	4	3	2	1	
2. I can be cheerful and positive to everyone regardless of age or appearance.	5	4	3	2	1	
3. On bad days when nothing goes right, I can still find ways to be positive.	5	4	3	2	1	
4. The higher the quality of service I provide during work, the better I feel.	5	4	3	2	1	
5. I am enthusiastic about my job.	5	4	3	2	1	
6. Encountering difficult "people" situations from time to time will not cause me to be negative.	5	4	3	2	1	
7. The idea of being a professional at customer contact is motivating.	5	4	3	2	1	
8. Performing a "people-oriented" job is both challenging and fun.	5	4	3	2	1	
9. I receive great pleasure when others compliment me or my organization for superior service.	5	4	3	2	1	
10. Doing well in all aspects of my job is very important to me.	5	4	3	2	1	

TOTAL SCORE _____

If you scored above 40, you have an excellent attitude toward your job. If you scored between 25 and 40, you seem to have some reservations that should be examined before you make a career which involves customer contact. A rating below 25 indicates a non-customer relations job would probably be best for you.